

COMMISSIONERS
DOUG LITTLE – Chairman
BOB STUMP
BOB BURNS
TOM FORESE
ANDY TOBIN



ORIGINAL

June 17, 2016

ARIZONA CORPORATION COMMISSION RECEIVED

2016 JUN 20 A 11:40

AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

RE: Arizona Public Service – Customer Comments

Docket No. E-01345A-16-0036

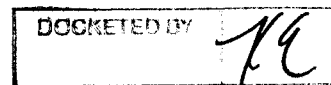
Please docket the attached 392 customer comments opposing the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

JUN 20 2016



Arizona Corporation Commission Utilities Complaint Form

| | | |
|--------------------------------------|-----------------------------------|-------------------------------------------------|
| Investigator: Deborah Reagan | Phone: <<< REDACTED >>> | Opinion Date: 6/16/2016 |
| Opinion Number: 2016 - 132332 | | Priority: Respond within 5 business days |
| Opinion Codes: | Rate Case Items - Demand/ Opposed | Closed Date: 6/17/2016 10:50 AM |
| | Rate Case Items - Opposed | |

| | | |
|-----------------------------|----------------------------|-------------------------------------------|
| First Name: PETITION | Last Name: PETITION | Account Name: PETITION PETITION |
|-----------------------------|----------------------------|-------------------------------------------|

Address:**City:****State:****Zip Code:**

Company: Arizona Public Service Company**Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036**Docket Position:** Against

Received the following identical comments from 131 customers opposed to the proposed rate case -

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Michael Mandell

Norman Smith

Doreen Dolci

David Robinson

Joanne Robinson

Marta Steckly

William Bowers

Maria Encarnacion

Frederick Atkari

Buddy Goad

Linda Sivakoff

Janet Gambill

Shirley Goad

Margaret Porter

Donna Roasa

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|-------------------|-------------------|-----------------|
| Wendell Jones | Michael Webb | Nancy Byrne |
| Edward Schroeder | Nicholas Gubelli | Javier Castro |
| Kathryn McDevitt | Freddie Ram | James Himes |
| Mona Hasso | Michelle Brenegan | James Smith |
| Michael Dayton | Georgene Juul | Robert Snelling |
| Jolene Piaskowski | Michelle Tallent | Carolyn Pakan |
| Michael Houlihan | Catherine Welty | W Williams |
| Mary Chrest | Kathy Holboke | Darlene Tussing |
| Robert Holboke | Judith Crim | Vicente Ruiz |
| Gerald McCormack | Lawrence Goldberg | |

| | | | |
|---------------------------------------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Investigation | |
| 6/16/2016 | Deborah Reagan | Submitted By: | Type: |
| | | Telephone | Investigation |
| Comments noted for the record and docketed. | | | |

Arizona Corporation Commission Utilities Complaint Form

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|-----------------------------------------------|-------------------------------------------------|--------------------------------|
| Investigator: Deborah Reagan | Phone: <<< REDACTED >>> | Opinion Date: 6/17/2016 |
| Opinion Number: 2016 - 132328 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Other | Closed Date: 6/17/2016 11:44 AM | |

| | | |
|----------------------------------|--------------------------------|-----------------------------------|
| First Name: Timothy | Last Name: Lyon | Account Name: Timothy Lyon |
| Address: <<< REDACTED >>> | | |
| City: Sun City | State: AZ | Zip Code: 85351 |
| Home: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|------------------------------------------------|---------------------------|
| Company: Arizona Public Service Company | Division: Electric |
|------------------------------------------------|---------------------------|

Nature Of Opinion

| | |
|----------------------------------------|---------------------------------|
| Docket Number: E-01345A-16-0036 | Docket Position: Against |
|----------------------------------------|---------------------------------|

Commissioners, With the news of the FBI's investigation into APS and the ACC in the matter of "dark money" being used to elect "utility friendly" commissioners, it would only seem right to cancel all rate case matters concerning APS before the commission until this investigation is finished. We, the people, in APS's territory, are at the mercy of the Arizona Corporate Commission's decisions. If this investigation finds that APS has funded, through dark money, ACC commissioners bid to sit on the commission and were therefore elected to the commission, then we, the people, are being frauded by the commission. You are not looking out for the best interests of all, you are only looking out for those that give you money under the table. Timothy M. Lyon Capt. USAF, Ret.

| Investigation | | | |
|----------------------------------------------------------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 6/17/2016 | Deborah Reagan | Telephone | Investigation |
| Comments entered for the record and filed with Docket Control. | | | |

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

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|--------------------------------------------|-------------------------------------------------|--------------------------------|
| Investigator: Michael Buck | Phone: <<< REDACTED >>> | Opinion Date: 6/13/2016 |
| Opinion Number: 2016 - 132224 | Priority: Respond within 5 business days | |
| Opinion Codes: Other - Net Metering | Closed Date: 6/13/2016 9:38 AM | |
| Rate Case Items - Demand/ Opposed | | |
| Rate Case Items - Opposed | | |

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|-----------------------------|----------------------------|-------------------------------------------|
| First Name: PETITION | Last Name: PETITION | Account Name: PETITION PETITION |
|-----------------------------|----------------------------|-------------------------------------------|

Address:

| | | |
|--------------|---------------|------------------|
| City: | State: | Zip Code: |
|--------------|---------------|------------------|

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|------------------------------------------------|--------------------------------|
| Company: Arizona Public Service Company | Division: Electric |
| For Assignment | Phone: <<< REDACTED >>> |
| | Email: <<< REDACTED >>> |

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Received 40 e-mails in opposition all with similar wording/thoughts as the following:

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges. Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

| | | | | | |
|------------------------|-----------------|------------------|-------------------|------------------|--------|
| Barbara Lucas Borst | Janice Santella | Jeanne Freeland | David Tooley | Ethel McClintock | Rhonda |
| Lani Janis Garrone | Sandy Draus | Theresa Calderon | Pasquale Consenza | Cornelia Bayley | Lee |

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/10/2016
Opinion Number: 2016 - 132198 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/10/2016 3:13 PM

First Name: Richard **Last Name:** McKee **Account Name:** Richard McKee
Address: <<< REDACTED >>>
City: Glendale **State:** AZ **Zip Code:** 85308
Home: <<< REDACTED >>>

Company: Arizona Public Service Company

Nature Of Opinion

Numerous reasons why customer is opposed to the increase in rates proposed by the company.

12 million \$ for president (parent company) is unacceptable and no increase should be asked for. The solar problem that APS is having is self induced. Company's performance has brought nothing to AZ. 4 Corners is a liability and customers should not be held responsible for costs relating to it. Maintenance costs should not be part of the rate base. With the temporary lines laying on the ground rather than being addressed, and the costs to guard those line, could be better serviced by addressing in a timely fashion. Believes that Palo Verde is not owned by APS but rather Burcher Hathoway. Palo Verde costs should not be a burden to the customer.

| Investigation | | | |
|---------------|--------------|---------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 6/10/2016 | Trish Meeter | Telephone | Investigation |
| docketed | | | |

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

| | | |
|--------------------------------------------|-------------------------------------------------|--------------------------------|
| Investigator: Michael Buck | Phone: <<< REDACTED >>> | Opinion Date: 6/14/2016 |
| Opinion Number: 2016 - 132282 | Priority: Respond within 5 business days | |
| Opinion Codes: Other - Net Metering | Closed Date: 6/14/2016 3:08 PM | |
| Rate Case Items - Demand/ Opposed | | |
| Rate Case Items - Opposed | | |

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|----------------------------------|-------------------------|------------------------------------|
| First Name: Deborah | Last Name: Menke | Account Name: Deborah Menke |
| Address: <<< REDACTED >>> | | |
| City: Phoenix | State: AZ | Zip Code: 85032 |
| Email: <<< REDACTED >>> | | |

| | |
|------------------------------------------------|---------------------------|
| Company: Arizona Public Service Company | Division: Electric |
|------------------------------------------------|---------------------------|

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Regards,

Deborah Menke

<<< REDACTED >>>

Phoenix, AZ 85032

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|----------------------|-----------------|----------------------|---------------|
| Investigation | | | |
| Date: | Analyst: | Submitted By: | Type: |
| 6/14/2016 | Michael Buck | Telephone | Investigation |

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

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|--------------------------------------|-----------------------------------|-------------------------------------------------|
| Investigator: Mary Mee | Phone: <<< REDACTED >>> | Opinion Date: 6/16/2016 |
| Opinion Number: 2016 - 132339 | | Priority: Respond within 5 business days |
| Opinion Codes: | Rate Case Items - Demand/ Opposed | Closed Date: 6/17/2016 11:45 AM |
| | Rate Case Items - Opposed | |

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|-----------------------------|----------------------------|-------------------------------------------|
| First Name: PETITION | Last Name: PETITION | Account Name: PETITION PETITION |
|-----------------------------|----------------------------|-------------------------------------------|

Address:

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| City: | State: | Zip Code: |
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|------------------------------------------------|---------------------------|
| Company: Arizona Public Service Company | Division: Electric |
|------------------------------------------------|---------------------------|

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Received the following identical comments from 107 customers opposed to the proposed rate case.

Sent: Wednesday, June 15, 2016 4:35 PM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Reject the APS attack on consumers

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Regards,

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---------------------------------------------------------|---------------------------------------|-------------------------------------------------|
| Investigator: Mary Mee | Phone: <<< REDACTED >>> | Opinion Date: 6/15/2016 |
| Opinion Number: 2016 - 132319 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Demand/ Opposed | Closed Date: 6/16/2016 9:03 AM | |
| Rate Case Items - Opposed | | |

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|-----------------------------|----------------------------|-------------------------------------------|
| First Name: PETITION | Last Name: PETITION | Account Name: PETITION PETITION |
|-----------------------------|----------------------------|-------------------------------------------|

Address:

| | | |
|--------------|---------------|------------------|
| City: | State: | Zip Code: |
|--------------|---------------|------------------|

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|------------------------------------------------|---------------------------|
| Company: Arizona Public Service Company | Division: Electric |
|------------------------------------------------|---------------------------|

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Received the following identical comments from 76 customers opposed to the proposed rate case.

Sent: Wednesday, June 15, 2016 8:16 AM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Reject the APS attack on consumers

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Regards,

Submitted by:

1. Donald Nielsen 2. Jodi Link 3. Leigh Frazier 4. Amy Hammond 5. Jennifer Adair 6. William McVeigh 7. Michael Ryan 8. Briana Beck 9. JAMES Rawlins 10. Robert Baldesari 11. Roberta Henning 12. Kelly Gustafson 13. Francesca Balajadia 14. Lucy Cleland 15. Kimila McFarland 16. Carolyn Arnott 17. Kathleen Harris 18. Chris Kmotorka 19. Gary Tice 20. James Downen 21. Brian Cullinan 22. Diane lanoue 23. Robert Coffman 24. daniel luparello 25. Thomas Blondi 26. Sanford Chotiner 27. Gerald Rittersdorf 28. Christina Fox 29. Deborah Paulk 30. Jessica Martinez 31. Ralph Lenzmeier 32. James

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/15/2016
Opinion Number: 2016 - 132266 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/15/2016 11:06 AM
 Rate Case Items - Solar Opposed

First Name: Lloyd **Last Name:** Green **Account Name:** Lloyd Green
Address: <<< REDACTED >>>
City: Surprise **State:** AZ **Zip Code:** 85374
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

I am not aware of the Docket Number but can only reference my comments to a letter I received from APS. This letter stated that APS had filed a proposal with ACC to change how their rates are structured. This rate structure change would have a large negative impact on solar customers (current and future). APS went on to state in their letter that "you will not be impacted". Of course one reads further to find that current users would not be impacted for 20 years. I would suggest that if given an inch they will take the mile and we would see other adjustments over that 20 year period that would make any "grandfathering in" purely symbolic and a joke. We have solar. It was a large expense and investment for my family. But I made the decision not so much because of what we could gain or sell back to APS but rather solar makes sense and saves in many areas. Our budget only allowed a unit large enough to help with the summer heat – but that enables us to provide a bit more cooling to our family and help us meet our monthly budget. Please, refuse any proposals submitted that changes the way APS bills solar customers. This is nothing more than a grab at something they say they support but in actuality the opportunity to reap larger profits undermines their public support. We already pay a premium on our bill for them to "manage" our solar. You should be doing everything possible to encourage the use of energy alternatives. Any vote in favor of APS is a step backwards. Why does big business always get to dictate when common sense, on this topic, has proven them wrong? I remember voting for each of you and based on what I had researched and read, I felt you would do the right thing for us, the consumer. Please do the right thing and say no to APS. With sincere thanks, Lloyd Green

| Investigation | | | |
|----------------------------------------------------|----------|----------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 6/15/2016 | Mary Mee | Web Submission | Investigation |
| Comments noted for the record and docketed. CLOSED | | | |

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

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|--------------------------------------|-----------------------------------|-------------------------------------------------|
| Investigator: Trish Meeter | Phone: <<< REDACTED >>> | Opinion Date: 6/17/2016 |
| Opinion Number: 2016 - 132384 | | Priority: Respond within 5 business days |
| Opinion Codes: | Rate Case Items - Demand/ Opposed | Closed Date: 6/17/2016 1:21 PM |
| | Rate Case Items - Opposed | |

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|-----------------------------|----------------------------|----------------------------------------|
| First Name: Petition | Last Name: Petition | Account Name: Petition Petition |
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Address:

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|--------------|---------------|------------------|
| City: | State: | Zip Code: |
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|------------------------------------------------|---------------------------|
| Company: Arizona Public Service Company | Division: Electric |
|------------------------------------------------|---------------------------|

Nature Of Opinion

Docket Number: E-01345A-16-0036

34 opinions in opposition of the proposed rate increase and demand charges

| | | |
|-----------------|-----------------|-------------------|
| Susan escobedo | John Mollerus | Jim Crandall |
| Yvonne Parra | Edith Puskar | sammy Rashty |
| George Ripley | Benetta Jones | William Young |
| Virginia Jean | Joel Piaskowski | Victor Cooper |
| Paul Byrne | Leartrs Gordey | Vincent Lostetter |
| James Elias | David Hertel | Judy Coker |
| Mark Johnson | Gonzalo Cavazos | Frank Bing |
| Leron Bachmeier | Sharon Campbell | John Weber |
| Paul Garrison | Margaret Gorman | Joseph Cannon |
| John Gluhak | Joan Michel | Daleen Simmons |
| Thomas Johnson | Gregg Simmons | Phillip Soltvedt |
| Lois Van Heusen | | |

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

**Arizona Corporation Commission
Utilities Complaint Form**

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

| | | | |
|----------------------|-----------------|----------------------|---------------|
| Investigation | | | |
| Date: | Analyst: | Submitted By: | Type: |
| 6/17/2016 | Trish Meeter | Telephone | Investigation |
| docketed | | | |
